Recipients of Individual Awards
Experience and Thoughts

"We take vigorous action in response to each enquiry or request for help from the public and collaborate with different departments to complete our task efficiently and speedily."

Wong Hoi Wing, Keith
Engineer/Eastern 2
Drainage Services Department

In handling complaints about frequent flooding at Yee King Road in Tai Hang, my site inspection revealed the cause to be the blockage of stormwater outfalls after waste and soil had been washed down the slope by heavy rainfall from the former squatter areas.

My colleagues and I vigorously followed up the case and liaised with different departments for solutions to the flooding problem, including regular clearance of waste and foliage in the former squatter areas, review and improvement of the existing drainage system, and installation of a real-time monitoring system.

Keith and his colleagues reviewed and improved the existing drainage system to alleviate the blockage of stormwater outfalls.

A monitoring system keeps real-time watch on the condition of stormwater outfalls to facilitate timely action.

"Site inspections at irregular hours were the key to successful detection of the water dripping source."

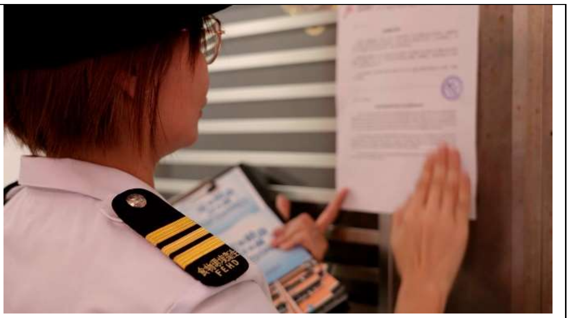
Fan Wing Man, Cathy
Senior Health Inspector (Environmental Hygiene) Yau Tsim-3
Food and Environmental Hygiene Department

A complaint was received about water dripping from the air-conditioner of a building adjacent to a bus stop and pedestrian walkway in Tsim Sha Tsui, but the complainant was unable to provide specific details, such as the floor level of the unit concerned or the time when dripping occurred. The large number of subdivided

Without specific details, Cathy and her team had to inspect the site at irregular hours to detect the source of dripping.

units in the building made our work more difficult.

To tackle the problem effectively, an action plan was formulated after discussion with my team. With site inspections at irregular hours, we successfully identified the source of dripping and issued a nuisance notice requiring the householder to rectify the problem by a specified deadline. In addition, we distributed leaflets and posters to residents and produced leaflets in nine languages, including Nepali and Tagalog, for a publicity and education campaign at the building in collaboration with the Yau Tsim Mong District Office and the local community. We also engaged the building's property management agent to join the Scheme in Tackling Dripping Air-conditioners, thereby achieving significant improvement to the water dripping situation.



A nuisance notice was issued requiring the householder to rectify the dripping problem.

> “ In handling complaints and public views, we are attentive to the needs of the public to explore proper solutions. ”

Li Ping, Libby
Engineer/Special Duties 2
Transport Department

A private residential estate in Siu Lam requested us to install an additional traffic sign showing its name on the highway, because many visitors could not find the estate when driving.

Nevertheless, according to the Transport Department's criteria for designing traffic signs, they are mainly for displaying districts or public facilities, and displaying the name of private estate is inappropriate. Having understood that the estate's objective was to provide visitors with clear directions, I took the initiative to propose an alternative option of installing a sign showing "Siu Lam", which was accepted by the estate. We were glad to be able to help the public and respond to their genuine needs.

Attentive to the public's needs, Libby and her colleagues took the initiative to suggest an alternative option of installing a traffic sign showing "Siu Lam" on the highway.